Networking Technician

DESCRIPTION OF WORK:

This is technical work in the installation, maintenance and repair of voice, data, and video network systems (and other related network technologies). Work may also involve the installation, configuration, troubleshooting and repair of data circuits, lines and switches. Technicians resolve network-related work requests, and may perform a review before a project is started or during a project to ensure adherence to technical specifications and/or agency/institutional standards. Specifications are provided to employees for applications/tasks when appropriate. Troubleshooting may be detected and/or performed on-site or through a network monitoring/diagnostic tool(s). Complex network problems are escalated to higher level networking analysts or specialists or vendors for resolution.

COMPETENCIES:

CONTRIBUTING:

- **Planning and Organizing:** Ability to work independently to complete tasks.

- **Project Management:** Ability to interact as a productive member on a project team by completing assigned tasks, typically on a smaller, less complex project team.
  Understands components of voice-related hardware, software and networks.

- **Technical Knowledge:** Understands isolated functions of a network, or the functions of a simple network, to resolve limited technical problems.

- **Technical Solution Development:** Ability to implement routine solutions of low complexity for customer by following standard operating procedures.
  Understands the standard technology and systems in place and has the capability of supporting the operation of this technology.

- **Technical Support:** Ability to independently resolve routine problems in one specialty area.
  Ability to troubleshoot problems by probing users for information relevant to solving problem based on standard operating procedure or script.
  Ability to perform limited diagnostics on assigned software and hardware.

JOURNEY

- **Planning and Organizing:** Ability to work independently with minimal supervision.

- **Project Management:** Ability to complete a significant piece of a large project.

- **Technical Knowledge:** Understands the integration of operating systems and platforms.
  Understands relationships in data network design.
  Understand operation of network hardware and software.
  Ability to understand functional system integration issues.
  Understands components of technology (not just based on script) to diagnose routine problems.
  Ability to spot trends in reoccurring problems and assist in developing solutions.

- **Technical Solution Development:** Ability to implement solutions of medium complexity and follow standard operating procedures.

- **Consultancy Skills:** Ability to communicate with customers to discuss alternative technical solutions.

ADVANCED

- **Planning and Organizing:** Ability to lead and plan and organize the work of others.

- **Project Management:** Ability to develop a project plan and manages technical projects involving work of others.

- **Technical Knowledge:** Understands the configuration of SNA controllers, routers, DSUs, encryptors, and other multi-vendor network equipment.
- Understands impact of new technologies on current systems

- **Technical Solution Development:** Understands the root cause of the problem and not the symptom to develop solutions.
  Ability to make suggestions for technical modifications to prevent future problems.
  Ability to make decisions on appropriate course of action for unique problems.

- **Consultancy Skills:** Ability to assess needs of user and recommend small-scale solutions to meet customer need.
  Ability to consult with senior level decision-makers, on an on-going basis, to discuss alternative technical solutions. Requires detailed understanding of network infrastructure.

MINIMUM TRAINING AND EXPERIENCE:
Graduation from a two-year technical school with a degree in electronics, networking, or a closely related degree. Experience in the field of work related to the position's role may be substituted on a year-for-year basis.

Special Note: This is a generalized representation of positions in this class and is not intended to reflect essential functions per ADA. Examples of competencies are typical of the majority of positions, but may not be applicable to all positions.

Degrees must be received from appropriately accredited institutions.